Unemployment Insurance Agency

The Unemployment Insurance Agency operates Michigan's unemployment insurance program, which collects unemployment taxes from employers and issues jobless benefits to eligible unemployed workers. Claims may be filed by telephone at 1-866-500-0017 or online at www.michigan.gov/uia.

Unemployment Compensation for Ex-Service Personnel (UCX)
UCX is unemployment insurance protection for ex-service personnel upon separation from service. UCX is available for all ranks who served in the Armed forces of the United States and who meet various requirements.

The UIA has a voice message line for veterans only. Veterans with a UCX claim can call toll-free (855) 707-8387 24 hours a day, 7 days a week. A UIA customer service will return the call within 48 hours.

Work Opportunity Tax Credit (WOTC)
WOTC is a federal tax credit for employers who hire workers from targeted groups that have in the past experienced difficulty in securing employment. Veterans are included in this group. WOTC reduces an employer's cost of doing business while helping those most in need find and retain jobs.

Problem Resolution Offices
UIA has 15 Problem Resolution Offices (PROs) located around the state to help customers resolve unemployment benefit problems. PROs provide telephones and computers for customers who may not have access to a computer or telephone to file their claim. PROs also provide in-person assistance for problems with claims. For a list of locations and hours, visit www.michigan.gov/uia or call 1-866-500-0017.

Michigan Web Account Manager (MiWAM)
MiWAM is the UIA's new and improved online system for managing unemployment accounts. MiWAM allows users to check claim balances, certify for benefits, update personal information, submit inquiries, view letters and notices and more. To sign up for a MiWAM account, visit www.michigan.gov/uia. For step by step instructions on how to use MiWAM, view or download the MiWAM Toolkit for Claimants, also found on the UIA website.